



## LIBRARIAN III

### **CHARACTERISTICS OF WORK:**

This is professional library work with responsibility for applying professional library techniques in one or more phases of library services. Duties include reference, cataloging, collection management, government documents, services to special groups, and similar functions. Incumbents have a primary specialized service responsibility and may monitor budget for the service. Incumbents provide professional level reference and reader advisory services to customers utilizing electronic, print, and audiovisual resources, and maintaining databases. The incumbent has frequent contact with the public, state governmental employees, volunteers, and others. Incumbent markets library services by initiating contact with users and groups of users by developing and presenting workshops. Development and presentation of individual and group training sessions on electronic resources is also required. The incumbent participates in the selection of materials for the collections and in review of collections to maintain currency and relevance to customers' needs. Incumbent compiles statistics for service management reports. Data gathering includes development and production of routine and specialized reports utilizing a library automation system. Incumbent may supervise or assist in the supervision of others.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Master's Degree from an American Library Association (ALA) accredited four-year college or university in library science.

#### **Required Document:**

Possession of a valid Mississippi Driver's License or a Driver's License from a contiguous state may be required by the hiring agency.

### **PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Moderate Work:** Frequently exerting forces equivalent to lifting up to approximately 25 pounds and/or occasionally exerting forces equivalent to lifting up to approximately 50 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at distances of 20 feet or more.

**Peripheral:** Ability to observe an area that can be seen up and down or to the left and right while eyes are fixed at a given point.

**Depth Perception:** Three dimensional vision, ability to judge distances and spatial relationships.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to walk; stand; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or bend.

**Special Requirement:**

Incumbent must have the ability to climb a step stool and rolling ladder and move a book truck.

**COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

**PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides

accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork. Continuously evaluates and adapts; copes effectively with change. Allows self and others to make mistakes and learns from those mistakes. Adheres to high ethical standards.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement. Models appropriate behavior. Recognizes and develops potential in others; mentors.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

#### **TECHNICAL COMPETENCIES:**

**Professional Maturity:** Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and enables the incumbent to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal

behavior with agency standards. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority. Maintains confidentiality with appropriate information. Abides by standards and government and professional guidelines.

**Service Management:** Develops and manages effective services that meet customer needs and support the agency's mission.

Provides professional level staff assistance to an administrative superior in specially assigned areas of operation; advises on matters pertaining to programs. Organizes, catalogs, and manages library materials. Assists in developing service to reflect changes in technology and available resources within agency mission and goals. Follows governmental and professional guidelines in service department. May monitor budget assigned to service area under supervision of a superior. Provides orientation and training to customers in use of specific databases and services. Maintains currency of knowledge through reading of professional literature, learns new databases through review of online helps, literature, experimentation, and workshop attendance. Coordinates database license agreements. Keeps up with current developments in area of service through reading of professional, technical, and legal literature and the participation in professional associations.

**Library Technology:** Applies professional library procedures and practices to effectively perform the duties of the job.

Uses computer to search input information into databases. Operates telephone in a courteous manner. Operates equipment such as copier, shredder, and audio-visual equipment. Uses specialized software programs. Downloads digital books. Researches and borrows materials using automated library database and the Internet. Designs, maintains, and updates web page. Utilizes presentation software such as Powerpoint while giving presentations, displays, and workshops. Applies specialized library classification systems, AACR2 cataloguing rules, and MARC tagging to research and data input.

**Customer Relations:** Possesses the ability and willingness to interact and communicate effectively with customers.

Understands the mission of the organization and applies this understanding while assisting customers. Works well with others while locating materials and information. Assists customers with locating materials in collections and files of the agency. Assists customers in operating equipment. Provides orientation and assists customers in the use of services and collections. Presents a positive image of the agency and agency services.

**Communication:** Shares information in writing or verbally.

Concise and correctly answers questions and/or explains or conveys information to the public. Asks appropriate questions to gain information needed to assist the public or provide information to the public. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel. Presents workshops of lengthy nature to the public. Maintains confidentiality.

**Library Advocacy:** Communicates the importance of library services to the public.

Communicates the value of library and information services to decision makers. Promotes literacy. Promotes services provided by the Library Commission. Participates actively in professional organizations and library networks which promote libraries and librarianship. Acts as agency liaison while representing the Library Commission in various aspects. Develops bibliographies, brochures, and service announcements. Promotes services to current and potential customers through personal contact and correspondence. Develops training materials and presents workshops of four hours or more duration, with emphasis on technology resources. Assists in the development of web pages to market services and provide instant access to online information. Seeks additional venues for promoting services through displays and exhibits to professional and potential customers.

**Public Speaking:** Effectively conveys information in a group setting.

Presents workshops of four hours or more duration, with emphasis on technology resources.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Incumbents have a primary specialized service responsibility and may monitor budget for the service.
2. Incumbents provide professional level reference and reader advisory services to customers utilizing electronic, print, and audiovisual resources, and maintaining databases.
3. The incumbent has frequent contact with the public, state governmental employees, volunteers, and others.
4. Incumbent markets library services by initiating contact with users and groups of users by developing and presenting workshops. Development and presentation of individual and group training sessions on electronic resources is also required.
5. The incumbent participates in the selection of materials for the collections and in review of collections to maintain currency and relevance to customers' needs.
6. Incumbent compiles statistics for service management reports.
7. Incumbent may supervise or assist in the supervision of others.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Provides professional level staff assistance to an administrative superior in specially assigned areas of operation; advises on matters pertaining to programs.

Organizes, catalogs, and manages library materials.

Assists in developing service to reflect changes in technology and available resources within agency mission and goals.

Follows governmental and professional guidelines in service department.

May monitor budget assigned to service area under supervision of a superior.

Provides orientation and training to customers in use of specific databases and services.

Maintains currency of knowledge through reading of professional literature, learns new databases through review of online helps, literature, experimentation, and workshop attendance.

Coordinates database license agreements.

Keeps up with current developments in area of service through reading of professional, technical, and legal literature and the participation in professional associations.

Researches requests for information requiring professional level searching skills using appropriate print and electronic resources.

Develops and maintains professional contacts to extend resources available to meet customers' needs.

Maintains awareness of special resources and notifies customers.

Provides professional level front line contact with the public to accept requests for information, interacts with customers to clearly define needs and determine satisfaction with service.

Maintains frequent contact with librarians and staff in other libraries both in and out of state.

Develops bibliographies, brochures, and service announcements.

Promotes services to current and potential customers through personal contact and correspondence.

Develops training materials and presents workshops of four hours or more duration, with emphasis on technology resources.

Assists in the development of web pages to market services and provide instant access to online information.

Seeks additional venues for promoting services through displays and exhibits to professional and potential customers.

Evaluates electronic resources and services to meet current and projected customer needs.

Evaluates print and media resources to meet current and projected customer needs.

Reviews materials for retention/deselection to maintain collection.

Develops and produces routine and specialized reports utilizing a library automation system.

Creates spreadsheets and compiles special reports.

Monitors and evaluates work of others.

Performs related or similar duties as required or assigned.

### **INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.